

## Emergency Response

1. Describe your company's call-in procedures for emergency response including a) how notification is received, b) how decisions are made to call in crews, c) how personnel are notified of the need to respond, d) the number of personnel that may be called when "going through the list", and e) procedures to be followed in the event no personnel are available to respond.
2. Describe standby or on-call provisions (e.g., union contract provisions) for emergency response personnel who may be responding to public emergencies such as broken poles.
3. What is your company's response time objective for emergency response? Is the objective different for public emergencies such as broken poles? What is your company's actual response time for emergency response? Is the actual response time different for public emergencies such as broken poles?
4. How many field crews or emergency response personnel are on paid standby during nights and weekends to ensure timely response to emergencies? What percentage of the total workforce does this represent?
5. Do you have supervisory/management personnel on standby? If so, how many?
6. Do you have residency requirements (i.e., a living radius) for emergency response personnel? If yes, what is the requirement? If no, is there any limit on how far emergency response personnel may be expected to travel in response to an after-hours emergency?
7. How large is the geographic area assigned per supervisor for after hours emergency response? How many construction garages are typically assigned for coverage to an on call supervisor for broken pole responses?
8. Describe other specific procedures or staffing provisions designed to ensure rapid response to public emergencies. (e.g., 2<sup>nd</sup>/3<sup>rd</sup> shift staffing, storm preparedness, "wire down" response, etc.).
9. What is the company's current average time from receipt of an emergency call for a broken pole until crew arrival to the worksite for southern New Hampshire (south of the Lakes Region)? For northern New Hampshire (including the Lakes Region to the Canadian border)?
10. What is the company's response time objective for line crews to report to their assigned reporting stations once notified by the duty supervisor of an after hours/weekend duty call?
11. Is emergency response handled differently in electric maintenance areas versus telephone maintenance areas? If so, please explain any differences, the reasons for such differences, and the impact on response.

## Safety and Reliability

12. Provide information or pertinent policies on pole inspections, maintenance, and replacements necessary to ensure the safety and integrity of utility poles. Include in the response applicable inspection intervals (years between inspections), the percentage of poles inspected and the methods of inspection.
13. In each of the past three years, how many poles were found to be rotten or structurally unsound during pole inspections in your maintenance area? What percentage of poles inspected does this represent? Note: this should not include poles replaced during the normal course of construction.
14. How many poles were actually replaced each year as a result of being “condemned” during pole inspections? Note: this should not include poles replaced during the normal course of construction.
15. How many poles are waiting for you to complete transfer work in the state of New Hampshire, resulting in so called “double pole” locations?
16. Please identify by pole number, street and municipality/township each pole currently awaiting replacement due to a deteriorated and hazardous condition. Please also include next to each identified pole the date the work order was first submitted, and how many days the associated work order has been in the scheduling queue.
17. How are field personnel notified of potential hazardous pole conditions? Is the B and C pole tag method employed?
18. What is the company’s operational objective, stated in days, for replacing, transferring and removing a hazardous pole from the time of its identification? What is the company’s achieved level of performance?
19. When replacing a pole, describe how communication takes place among and between the pole owner(s) and any and all attachees to ensure that each party with pole attachments is prepared to transfer facilities in a timely manner. In other words, when and how is each party notified that they must transfer their facilities? How is the maintaining utility (pole owner) notified that all transfers have been completed, and the pole is ready for removal?
20. When installing a new service pole or line extension, describe how communication takes place among and between the pole owner(s) and any and all attachees. Please include when and how each party is notified throughout the process.
21. Please provide copies of the standard forms used for the transmittal of inter-company pole installation, transfer and removal information.

22. Please provide copies of all documents in your possession which contain any internal written procedures or protocols, or any agreements, understandings or contracts between and among pole owners and/or between and among pole owners and attachees. The response should include joint pole agreements and inter-company operating procedures.
23. Do you use qualified contractors to perform work to address safety concerns (e.g., emergency response, double poles, and pole replacements) when the internal workforce is insufficient to respond to such requirements in a timely manner? If yes, under what circumstances? If no, why not?
24. Please provide the number and location by town of construction garages that supported pole installation, maintenance and repair activities in New Hampshire for each of the following years: 1985, 1990, 1995, 2000, 2005.
25. Please provide the number of digger trucks (pole placement trucks) assigned to each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.
26. Please provide the number of line trucks assigned to each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.
27. Please provide the number of fulltime employees assigned to pole setting, transfer and removal activities for each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.
28. Identify the maintenance areas, by town, for which your company is responsible. Please indicate if the maintenance area includes part or all of the town.
29. Please provide practice and procedure manuals on training of employees, maintenance standards and procedures, licensing new locations and complaint resolution.
30. Please provide copies of all written protocols used by the utility with respect to the location and/or repair of poles, including, but not limited to, priority for installing and or repairing poles based on the nature of the request for installation or repair.
31. Please provide copies of any communication to your company within the past 36 months which asserts that the company has failed to comply with any provision of New Hampshire law, or agreement between the company and another party, relative to the location, placement, maintenance or movement of a pole.

#### Installation

32. Please explain in detail for new pole installation projects (i.e., pole line extensions or service poles) the workflow process from customer notification through engineering, joint utility coordination, scheduling and construction completion. Please provide a sample timeline.

33. Please provide a work flow diagram and timeline representative of a typical routine work order undertaking for both a single pole set and a six pole line extension.
34. What is the company's productivity objective for pole placement stated in crew hours? For example, if a line crew has 16 hours available per day (2 member crew x 8 hours) how many hours are allocated per pole placement? What is the achieved productivity?  
For clarification, hours to support pole installation includes travel time to and from the work site and any associated support work including loading poles on trailers.
35. What was the average number of hours required per pole installation for 2004 and year to date 2005?
36. Please explain in detail the process used to schedule and track construction work orders from issuance to job completion including material management. Please include the identification of administrative support systems and how they are employed in managing efficient work order flow.
37. Please explain the process and provide a representative timeline for relocating facilities (i.e. poles, manholes, conduit) within the public right-of-way as a result of public requirements. The description should begin with initial notification and proceed through engineering, preconstruction, utility coordination, scheduling, construction and completion. Please specify any differences in the process between requests from state or local government.

Verizon Only

38. How many Verizon crews are currently assigned to FTTP and/or FIOS construction in New Hampshire? What percentage of Verizon's total workforce does this represent?
39. Describe how resource allocation decisions are prioritized between unregulated work activities (e.g. FTTP and/or FIOS construction) and regulated activities (e.g., pole transfers to eliminate double poles).
40. Please provide an organization chart reflecting the workforce for both management and craft that identifies the total workforce dedicated to outside plant activities in New Hampshire excluding Verizon's FTTP and/or FIOS project.
41. Please provide an organization chart reflecting the workforce for both management and craft that identifies the total workforce dedicated to Verizon's FTTP and/or FIOS project in New Hampshire.
42. Please provide the number of routine outside plant engineers assigned fulltime to New Hampshire in 1985, 1990, 1995, 2000 and 2005 presented as either fulltime regular or contract employees.

43. Please provide the number of specific outside plant engineers assigned fulltime to New Hampshire in 1985, 1990, 1995, 2000, and 2005 presented as either fulltime regular or contract employees.
44. How many routine orders does Verizon currently have open in New Hampshire? How many routine orders are currently classified as overage?
45. How many specific estimates does Verizon currently have open in New Hampshire? How many specific estimates are currently classified as overage?